

WEBSITE MONITORING 101

The

Getting Started

Guide with

internetvista

Welcome to internetvista!

All websites or online applications run into troubles, whether you manage an ecommerce or a SaaS company, it's just a matter of time before you face downtime.

The sooner you know about it, the faster you can fix it.

We've created this guide in order to make web and online monitoring more understandable and easier to set-up. In this document, you will be able to get your monitoring started in less than a few minutes.

You will learn how to:

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If you have any further questions, please check the FAQ pages. If you are really stuck in the process, please don't hesitate to send us an email (support@internetvista.com), We'll be thrilled to help you out!

1. Define Your Media

What is media?

A media is basically **the way you want to be alerted** when an error or an outage is detected within your website. When you signed-up for a free trial, the first media defined is your email address.

If you don't have an account yet, you can always grab your [free trial here](#).

How can I be alerted?

During your **free trial**, you can add up to **5 media channels**.

You'll find below the full list of media available:



SMS



Email



Slack



Webhooks



Teams



Android
notification



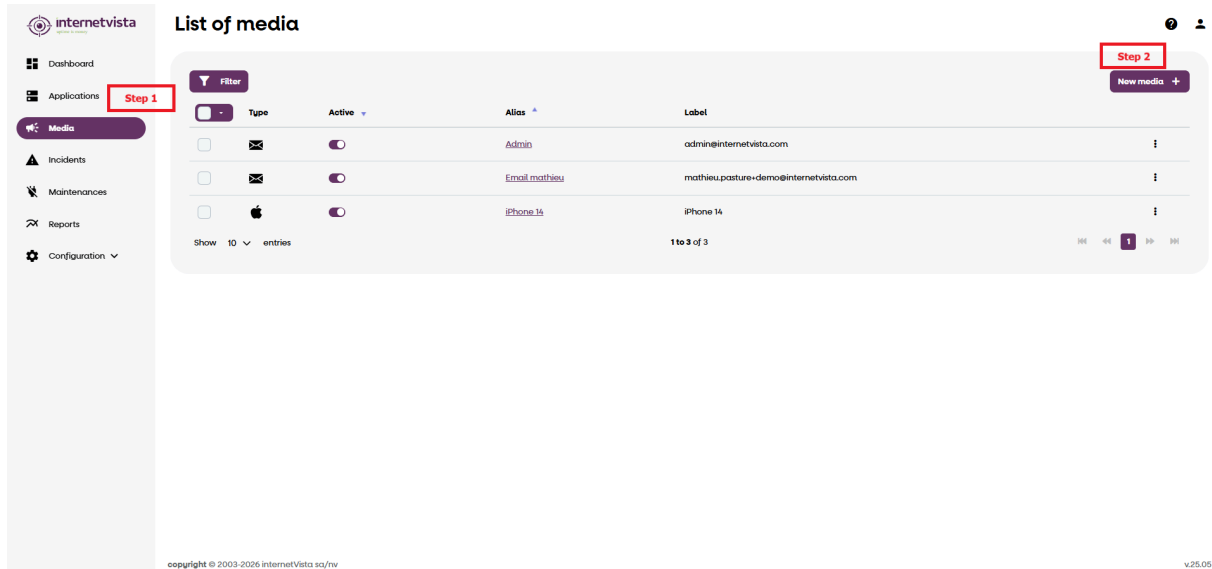
iOS
notification



PagerDuty

How to add a new media?

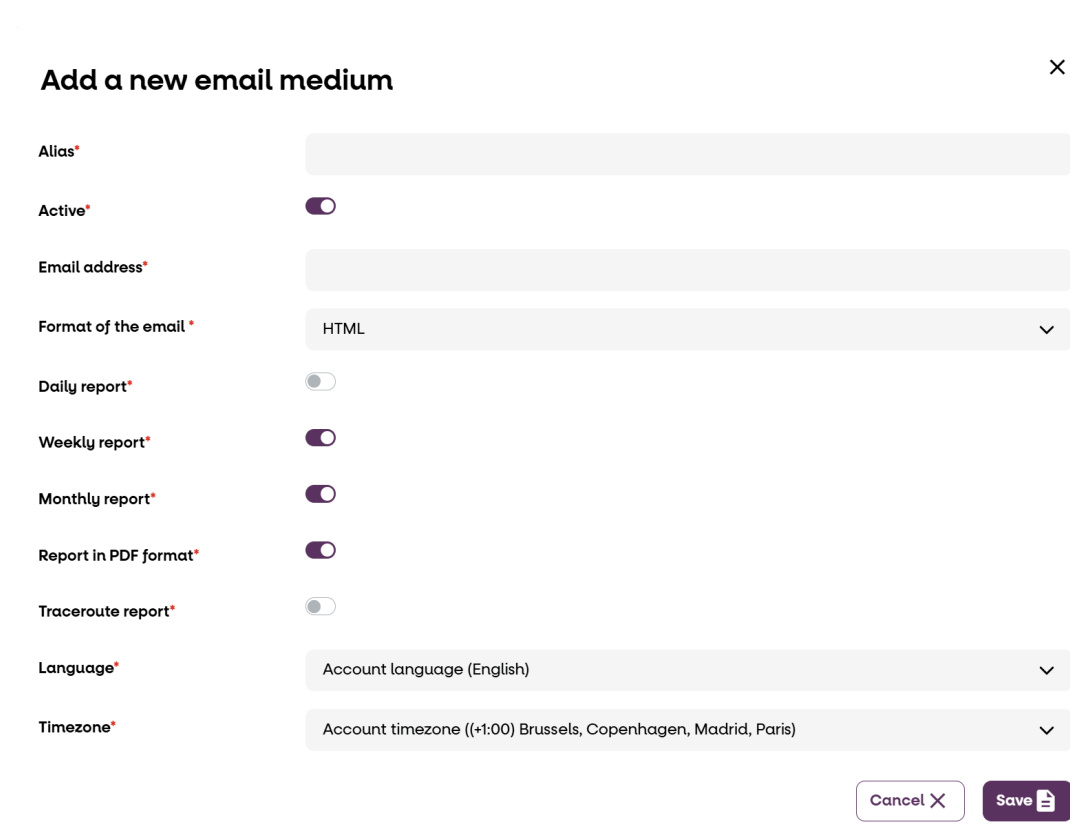
It's quite simple, from your internetvista dashboard, click on the **"Media"** tab and hit **"new media +"**



Choose your media type **email/SMS/Slack/Webhook**



To add **an email** as a **new media**, please follow the below process:



The screenshot shows a configuration form titled "Add a new email medium" with a close button (X) in the top right corner. The form contains the following fields and options:

- Alias***: A text input field.
- Active***: A toggle switch, currently turned on.
- Email address***: A text input field.
- Format of the email***: A dropdown menu set to "HTML".
- Daily report***: A toggle switch, currently turned off.
- Weekly report***: A toggle switch, currently turned on.
- Monthly report***: A toggle switch, currently turned on.
- Report in PDF format***: A toggle switch, currently turned on.
- Traceroute report***: A toggle switch, currently turned off.
- Language***: A dropdown menu set to "Account language (English)".
- Timezone***: A dropdown menu set to "Account timezone ((+1:00) Brussels, Copenhagen, Madrid, Paris)".

At the bottom right of the form, there are two buttons: "Cancel X" and "Save" with a document icon.

The email media also allows you to:

- **Set how often** you want to receive your performance report
- **Include a PDF** report
- **Get the traceroute** in case of an incident detected

If you share your account with one of your colleagues who speaks a different **language** as you do, you can change it here. The **time zone** can also be modified in this section.

2. Monitor Your First Application

What is an application?

An application is **an element that you'd like to monitor**. It could be an URL, a server or even a database. If you want to monitor your website for instance, the application would be an URL in this case (HTTP/HTTPS).

Add a new application

For the sake of this exercise we're going to stick with the basics and see how to **monitor a website**. Let's say that you're in charge of **Amazon's website**. You want to make sure that the users always have access to the website and don't have any trouble purchasing on your site.

The first thing you want to **monitor** is **the homepage** because this is where 90% of your traffic comes from.

Here are the steps you need to take:

Step 1: Go to Applications

Step 2: Add a new application


Step 3: Add new check by selecting the type of application you need

The screenshot shows the 'Application list' interface in InternetVista. The sidebar on the left has 'Applications' highlighted with a red box labeled 'Step 1'. The main content area shows a table of applications. A 'New application' button in the top right is highlighted with a red box labeled 'Step 2'. The table lists various applications with their types, active status, aliases, frequencies, statuses, last check dates, labels, and performance metrics for the last 24 hours, 7 days, and 30 days.

Type	Active	Alias	Freq.	Status	Last check date	Label	Yesterday	7 days	30 days
HTTPS	On	0_Wuflbox_order_page	10 min.	Matching sentence OK	17:41:39	https://wuflbox.com/product/wuflbox/	95.88%	99.41%	99.97%
HTTPS	On	Amazon	10 min.	Matching sentence OK	17:42:38	https://www.amazon.com	100%	100%	100%
HTTP	On	Apple Store	5 min.	Matching sentence OK	17:42:43	http://store.apple.com/	100%	100%	100%
HTTPS	On	Browning - Dealers	5 min.	Matching sentence OK	17:47:06	https://browning.eu/dealer-locator.html	100%	100%	100%
HTTPS	On	Browning International	5 min.	Matching sentence OK	17:46:55	https://browning.eu/	100%	100%	100%
HTTPS	On	internetvista	1 min.	OK (200)	17:46:58	https://internetvista.com	100%	100%	100%
HTTPS	On	internetvista blog	5 min.	Matching sentence OK	17:45:47	https://blog.internetvista.com/en/	100%	100%	100%
SCENARIO	On	La Gaufre - scenario	3 min.	Matching sentence OK	17:46:03	scenario 1 step	100%	100%	99.74%
HTTPS	On	La Gaufre - url	5 min.	OK (200)	17:47:11	https://www.lagaufre.fr/	100%	100%	99.73%
HTTPS	On	La Gaufre - url with matching	3 min.	Matching sentence OK	17:46:17	https://www.lagaufre.fr/	100%	100%	99.74%


Add new check






Websites

Add website for monitoring




Emails

Add email server for monitoring (POP, IMAP or SMTP)



Services

Add services for monitoring (my SQL database, DNS server, FTP server)



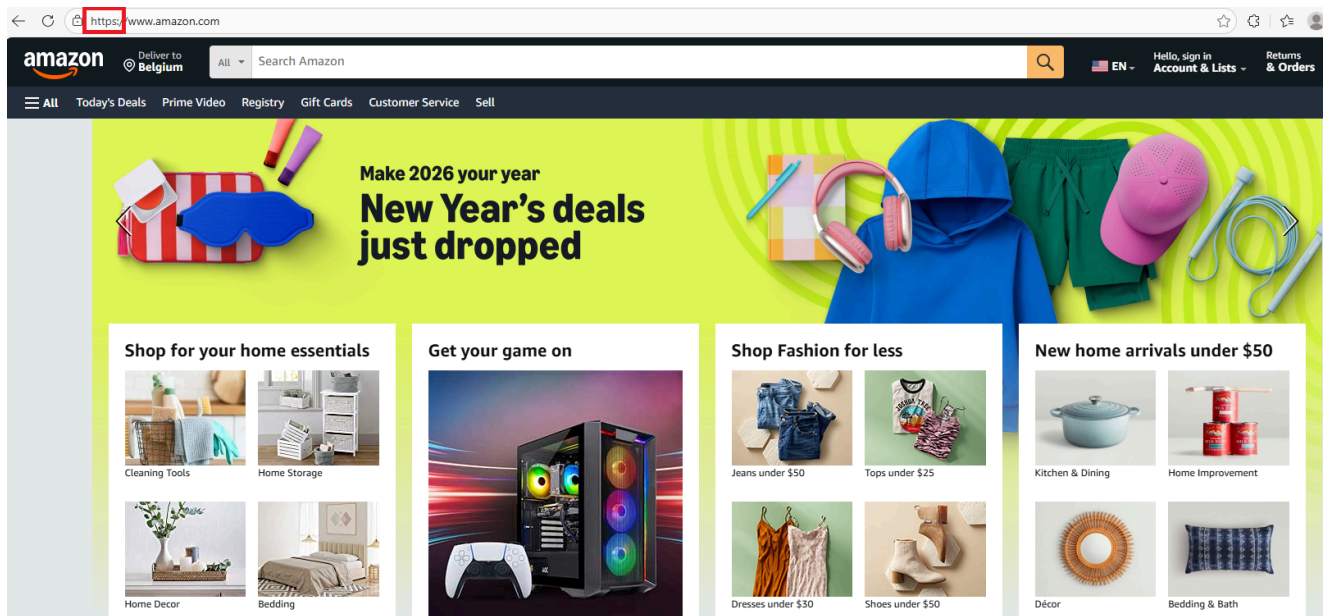
Servers

Add the network services for monitoring (PING, TCP, UDP)

Close X

In our example we choose Websites and put the URL of amazon.com that we want to monitor

In Amazon's case, the URL to monitor is in HTTPS (Secured)



Step 4: Name your application in alias, put the URL and choose the frequency. You can also configure additional options in the menu below.

For more information, check:

<https://www.internetvista.com/en/website-monitoring-frequency-selection.htm>

<https://www.internetvista.com/en/downloaded-webpage-content-check.htm>

<https://www.internetvista.com/en/ssl-certificate-monitoring.htm>

Add a new HTTP(S) application



Alias*

Active*

Frequency* 1 minute

URL* https://

Matching sentence

Operator of matching sentence

Web options

Authentication parameters

SSL options

HTTP request options

Advanced options

Tags

Step 5: Link the application to the media you'd like to receive the alerts from.

internetvista < HTTPS Amazon Edit Check now

Overview

Status since 20h5d 2h 6m 55s OK Uptime 100% Response time 0.406s

Performance graphs

Checks Incidents Maintenance **Linked media** Monitoring centers Maintenance rules Notifications Detailed information

Type	Alias	Alert when error	Alert after error resolved	Include in reports
<input type="checkbox"/>	Admin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	iPhone 14	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Email.mathieu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Show 10 entries 1 to 3 of 3

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The Applications tab lists all applications currently under monitoring and shows their real-time availability status. Using **the three-dot menu next to each application**, you can **edit** the application or **update** its settings.

Additionally, click **See Details**, you can see **the media linked** to the application.

The screenshot displays the 'Application list' interface in the Internetvista dashboard. The table lists various monitored applications, including 'Amazon', 'Apple Store', 'Browning - Dealers', 'Browning International', 'internetvista', 'internetvista blog', 'La Gaufre - scenario', 'La Gaufre - url', and 'La Gaufre - url with matching'. The 'Amazon' application is highlighted with a red box, and its context menu is open, showing options: Edit, See details, Check now, Duplicate, and Delete. Red arrows point to the 'Edit' and 'See details' options.

Type	Active	Alias	Freq.	Status	Last check date	Label	Yesterday	7 days	30 days
HTTPS	On	0_Wujibox_order_page	10 min.	Matching sentence OK	17:51:39	https://wujibox.com/product/wujibox/	95.88%	99.41%	99.87%
HTTPS	On	Amazon	10 min.	Matching sentence OK	17:52:38	https://www.amazon.com	100%		
HTTP	On	Apple Store	5 min.	Matching sentence OK	17:52:43	http://store.apple.com/	100%		
HTTPS	On	Browning - Dealers	5 min.	Matching sentence OK	17:52:06	https://browning.eu/dealer-locator.html	100%		
HTTPS	On	Browning International	5 min.	Matching sentence OK	17:51:55	https://browning.eu/	100%	100%	100%
HTTPS	On	internetvista	1 min.	OK (200)	17:55:58	https://internetvista.com	100%	100%	100%
HTTPS	On	internetvista blog	5 min.	Matching sentence OK	17:55:47	https://blog.internetvista.com/en/	100%	100%	100%
SCENARIO	On	La Gaufre - scenario	3 min.	Matching sentence OK	17:55:03	scenario 1 step	100%	100%	99.74%
HTTPS	On	La Gaufre - url	5 min.	OK (200)	17:52:11	https://www.lagaufre.fr/	100%	100%	99.73%
HTTPS	On	La Gaufre - url with matching	3 min.	Matching sentence OK	17:55:17	https://www.lagaufre.fr/	100%	100%	99.74%

**And voilà, mission accomplished.
Your website is now under monitoring!**

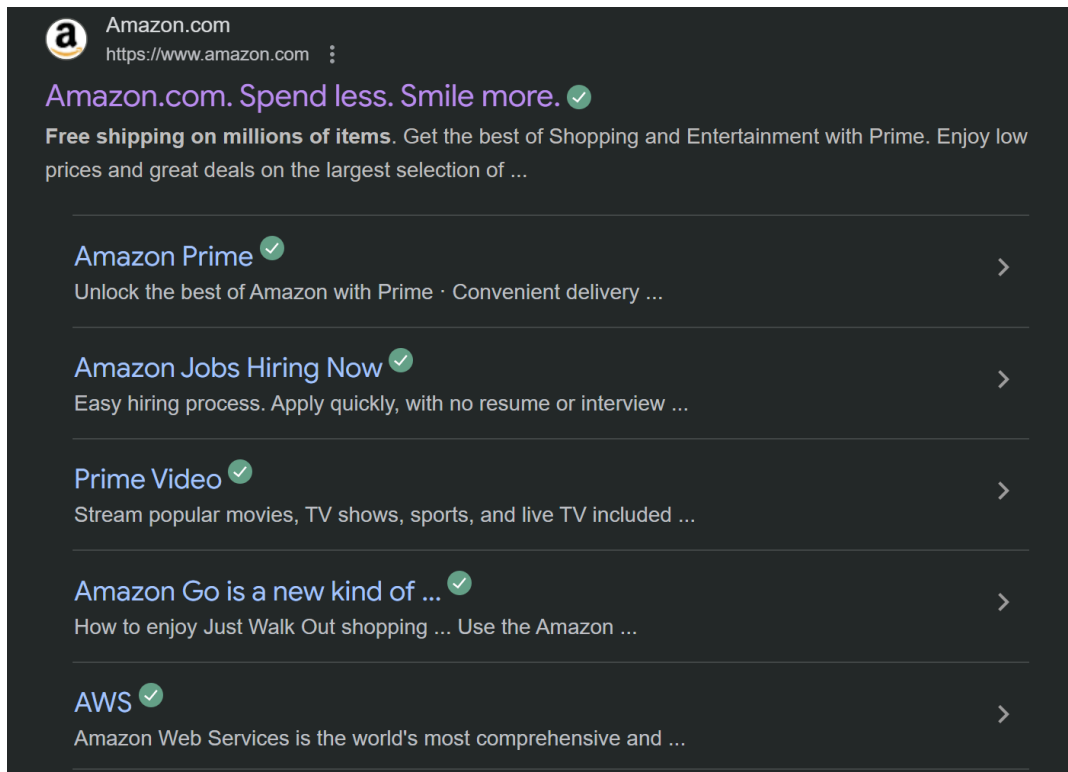
What Can I Monitor?

Don't know what to monitor?

Always monitor the most important elements on your website. You could take the pages which you have the most traffic from, or even the ones with the most conversions.

For an **e-commerce website (like Amazon)**, you might monitor:

- My top product pages
- Login page



For further information, check [What do I need to monitor? – internetVista® monitoring](#)

Always monitor your most important pages

Manage the monitoring centers

If you don't want to monitor your applications from certain monitoring centers because it doesn't make sense for your business, you can always change the settings within the application.

For Amazon France for instance, it's maybe not useful to monitor their website performance from the USA or Canada. If you are not sure, **check where your traffic/customers come from**.

Note that, you must have at least 4 active monitoring centers active

Go to **Applications** > Choose **Monitoring Centers**

The screenshot displays the Internetvista monitoring dashboard for the 'Amazon' application. The left sidebar contains navigation options: Dashboard, Applications, Media, Incidents, Maintenances, Reports, and Configuration. The main content area is titled 'Overview' and shows three key metrics: Status (OK, since 20:45d 21h 20m), Uptime (100%), and Response time (0.406s). A 'Performance graphs' section shows a line graph of response times over time. Below this, a 'Monitoring centers' table is highlighted with a red box. The table has columns for Location, IPv4 address, IPv6 address, and Associated. An 'Export' button is located at the top right of the table.

Location	IPv4 address	IPv6 address	Associated
Amsterdam/Netherlands	85.17.224.82	2001:1af8:4100:a066:4:0:0:0	<input checked="" type="checkbox"/>
Lausanne/Switzerland	37.35.105.42	2a03:2040:0:207:0:0:0:42	<input checked="" type="checkbox"/>
Reims/France	178.170.62.47	2a00:c70:178:170:62:47:1	<input checked="" type="checkbox"/>
Montreal/Canada	192.99.63.84	2607:5300:61:54:0:0:0:1	<input checked="" type="checkbox"/>
Brussels/Belgium	109.69.218.20	2a00:8da0:0:0:0:0:0:2	<input checked="" type="checkbox"/>
London/UK	145.239.6.150	2001:41d0:800:296:0:0:0:0	<input checked="" type="checkbox"/>

Identify WHEN and WHY your site is down

One of the added value of a monitoring service is being able to **know when and why** an outage occurs on your website. This allows you to catch and quickly fix the issue before your customers even notice it.

Whenever an alert is sent, internetvista provides you the reason why it has detected an anomaly. You can discover the entire list of error codes here : [What are the possible errors during the monitoring? - internetVista® monitoring](#)

Error alert – the application is down due to a **non-response code error**

The screenshot shows the 'Incidents' page in the internetvista interface. The sidebar on the left has a red arrow pointing to the 'Incidents' menu item. The main content area displays a table of incidents with columns for Application, Start date, End date, Error duration, Status, and Comments. A red box highlights a row for 'La Gaufré - url' with a status of 'No response' and a duration of 1h 57m. The table also shows other incidents for 'Proximus' and 'OPCO'.

Application	Start date	End date	Error duration	Status	Comments
0_Vivifibox_order_page	02/01/25 16:51:23	02/01/26 17:50:39	59m 16s	Unknown host	-
Proximus	28/12/25 22:55:49	28/12/25 22:57:49	2m	Bad gateway (502)	-
Proximus	27/12/25 04:54:49	27/12/25 04:56:49	2m	Not Found (404)	-
Proximus	26/12/25 03:54:46	26/12/25 03:56:46	2m	Not Found (404)	-
La Gaufré - url with matching	25/12/25 23:38:13	26/12/25 01:36:13	1h 58m	No response	-
La Gaufré - url	25/12/25 23:39:01	26/12/25 01:36:01	1h 57m	No response	-
La Gaufré - scenario	25/12/25 23:38:29	26/12/25 01:35:29	1h 57m	Request aborted @ La gaufré Home	-
Proximus	23/12/25 18:04:46	23/12/25 18:06:46	2m	Not Found (404)	-
Proximus	21/12/25 23:50:46	21/12/25 23:56:46	6m	Invalid http(s) response	-
OPCO	18/12/25 11:04:13	18/12/25 11:06:13	2m	No response	-

The application is back to normal after being **down during 6 hours and 18 minutes**

<input type="checkbox"/>	01-12-25 16:49:01	OK (200)	-	0.115 second	Brussels/Belgium	-
<input type="checkbox"/>	01-12-25 16:44:01	OK (200)	-	0.075 second	Reims/France	-
<input type="checkbox"/>	01-12-25 16:39:01	OK (200)	-	0.156 second	Lausanne/Switzerland	-
<input type="checkbox"/>	01-12-25 16:34:01	OK (200)	-	0.106 second	Roubaix/France	-
<input type="checkbox"/>	01-12-25 16:29:01	OK (200)	2 / 2	0.136 second	Munich/Germany	-
<input type="checkbox"/>	01-12-25 16:28:01	OK (200)	1 / 2	0.072 second	London/UK	6 hours 18 minutes
<input type="checkbox"/>	01-12-25 16:27:01	Service unavailable (503)	-	0.108 second	Brussels/Belgium	6 hours 17 minutes
<input type="checkbox"/>	01-12-25 16:26:01	Service unavailable (503)	-	0.045 second	Reims/France	6 hours 16 minutes
<input type="checkbox"/>	01-12-25 16:25:01	Service unavailable (503)	-	0.094 second	Lausanne/Switzerland	6 hours 15 minutes
<input type="checkbox"/>	01-12-25 16:24:01	Service unavailable (503)	-	0.088 second	Roubaix/France	6 hours 14 minutes

Understand **in detail the reason why** your application has been detected on error, what went wrong with your monitored application using the insights provided in this view:

- ✓ The cause
- ✓ The error duration
- ✓ The status

In order to get more information on the errors also called incidents,

Step 1: Go to Applications

Step 2: Choose Incidents

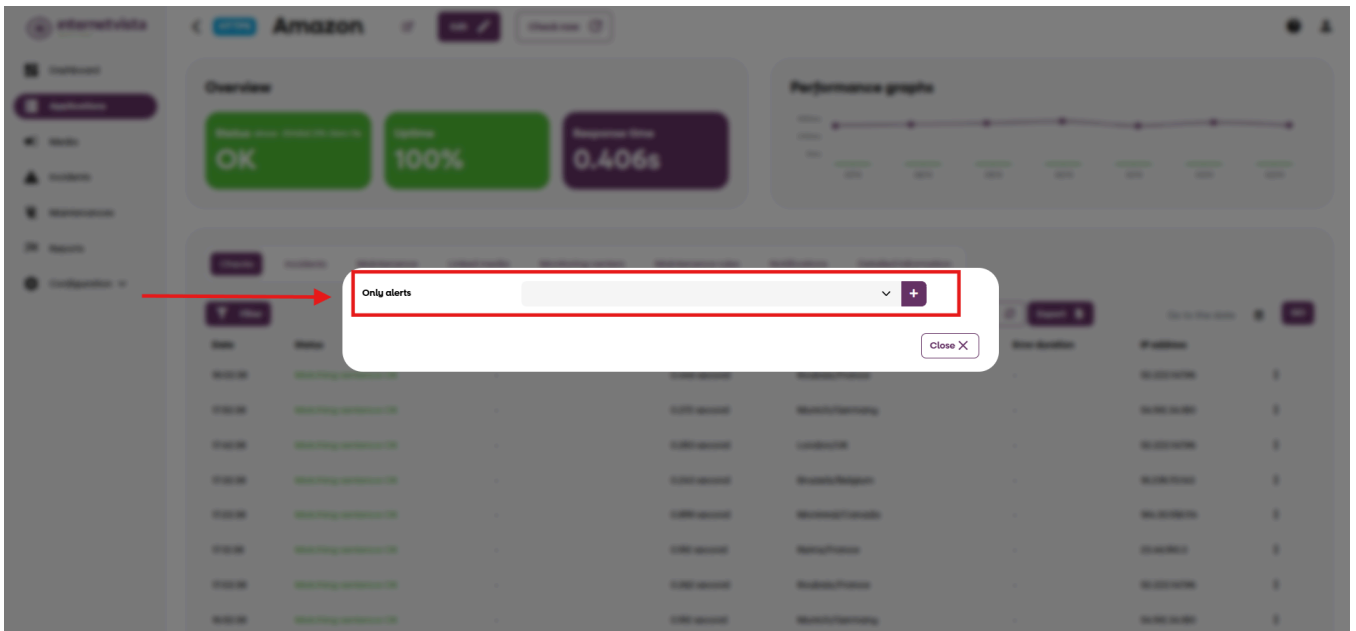
The screenshot shows the InternetVista monitoring interface for the 'Amazon' application. The 'Incidents' tab is active, displaying a table of error events. The table has columns for Start date, End date, Error duration, Status, and Comments. Four incidents are listed, with the last one having a comment 'sslV3'. The 'Incidents' tab in the left sidebar is highlighted with a red arrow. The table content is also enclosed in a red box.

Start date	End date	Error duration	Status	Comments
28/05/20 21:20:00	28/05/20 21:37:00	17m	Unknown host	-
15/03/16 14:34:52	15/03/16 16:43:13	2h 8m 21s	Matching sentence error	-
10/03/16 20:20:00	10/03/16 20:35:00	15m	Internal error (500)	-
04/11/14 11:01:00	05/11/14 13:27:00	1d 2h 26m	Handshake error	sslV3

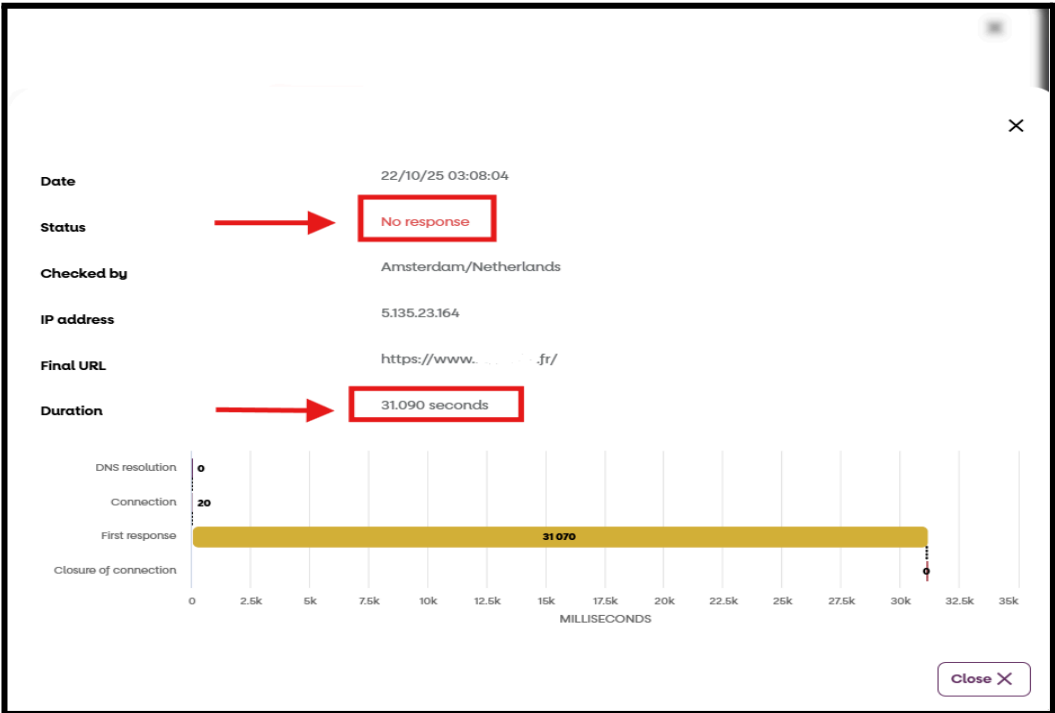
One more thing to check is the **“Checks”** performed for a specific application. This will help you to visualize in real time how and from where your application is being monitored.

For more information, check: [How do I diagnose my error detected through the monitoring service? -internetvista monitoring - website and internet services uptime monitoring - internetVista® monitoring](#)

If you want to **only view the errors**, proceed as follows: **Filter > only alerts (here below)**



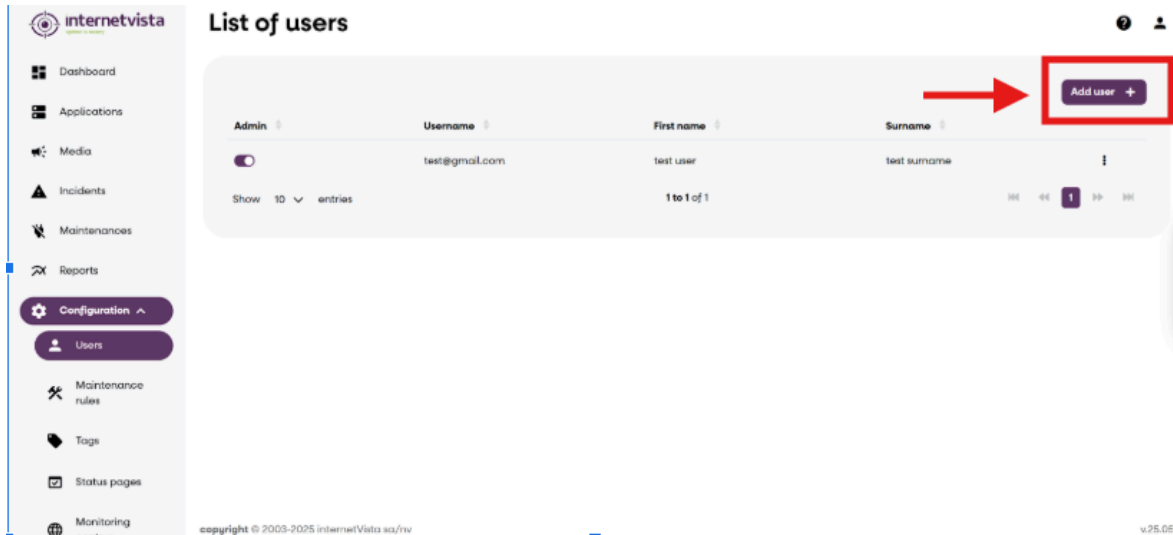
We can see from the below screenshot, that it has been **detected as no response** as the timeout has been reached (**more than 30 seconds to load the page**)



3. Add & Edit The Contacts

Improve the incidents communication by adding new users to your monitoring account. From this screen you can add, edit and manage the user privileges.

Go to **Configuration > Users > Add User**



The more, the better!

4. Analyze The Performance

We live in a digital era where consumers are more and more impatient and hate waiting. If you sell online, you should know that **timing is everything**. internetvista allows you to check and analyze your website performance.

So, **is your website fast and reliable?** Let's find out!

What KPI's Should I Look at?

For your website reliability:

You should **check your uptime rate**. The highest your rate is, the better. Reaching **100%** of **uptime** would be ideal but we know that it is very difficult. Ideally you should be **above 99% per month**.

Up what?

Uptime: Time which a server or website works without any interruption

For more information, check: <https://en.wikipedia.org/wiki/Uptime>

Downtime: Time when a server or website is unavailable or fails to function.

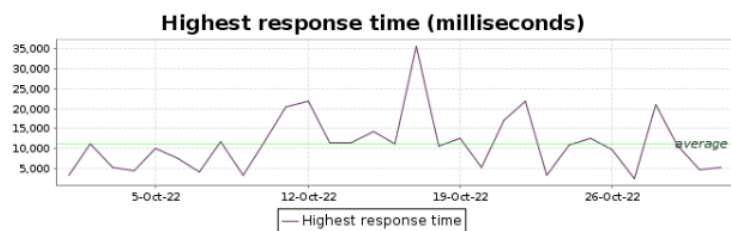
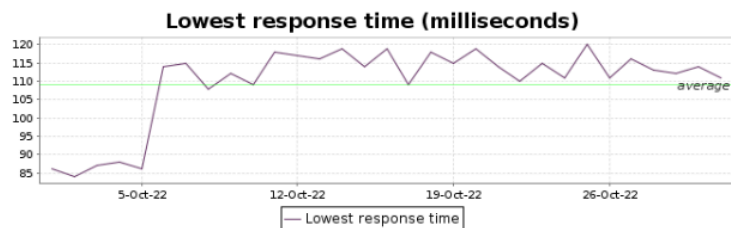
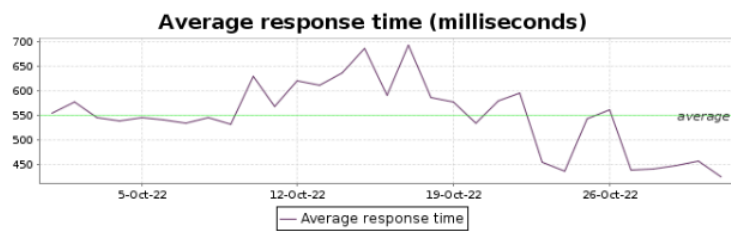
For more information, check: <https://en.wikipedia.org/wiki/Downtime>"

For the User Experience:

While uptime is critical, you also want to provide the best online experience to your users. To do that, you need to look at the **response time indicator** and discover how fast your website is loading.

Response time report

This graph shows the daily average response time in milliseconds for each day. The graphic also shows the average response time for the period analysed.



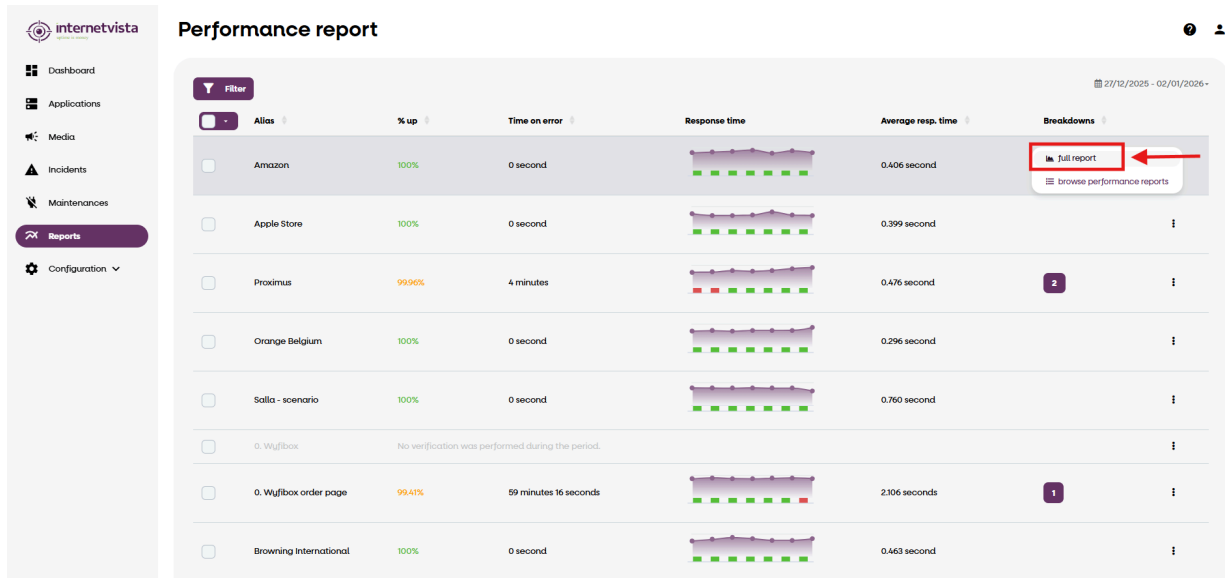
The sweet spot to website load time is 200 Milliseconds but being under 500 Milliseconds is still a very good performance.

Response Time Performance Index

- 500 Milliseconds – Fast**
- 501 to 1500 Milliseconds – Improvement needed**
- 1501 to 3000 Milliseconds – Slow**
- > 3000 Milliseconds – Very slow**

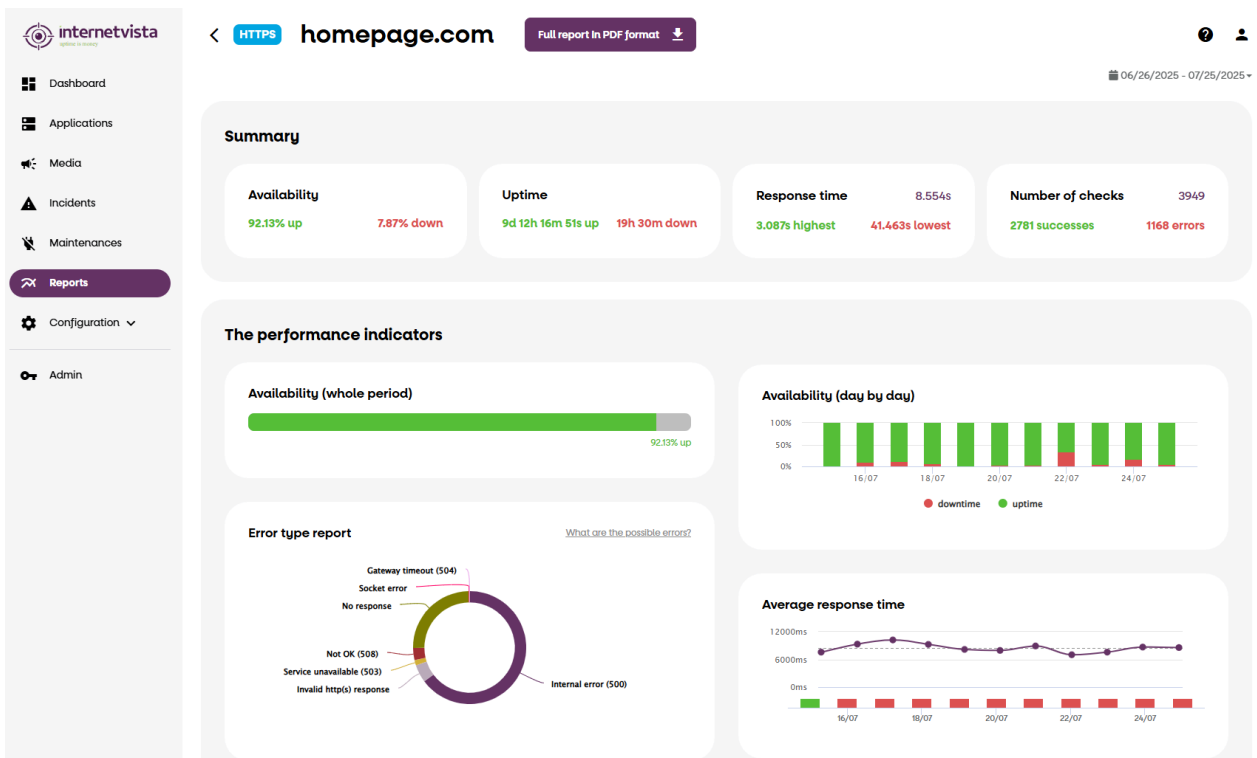
Where can I find the performance report?

Click on **Reports tab**, you will have a view for the performance reports of all applications monitored



How can I find the report details for an application?

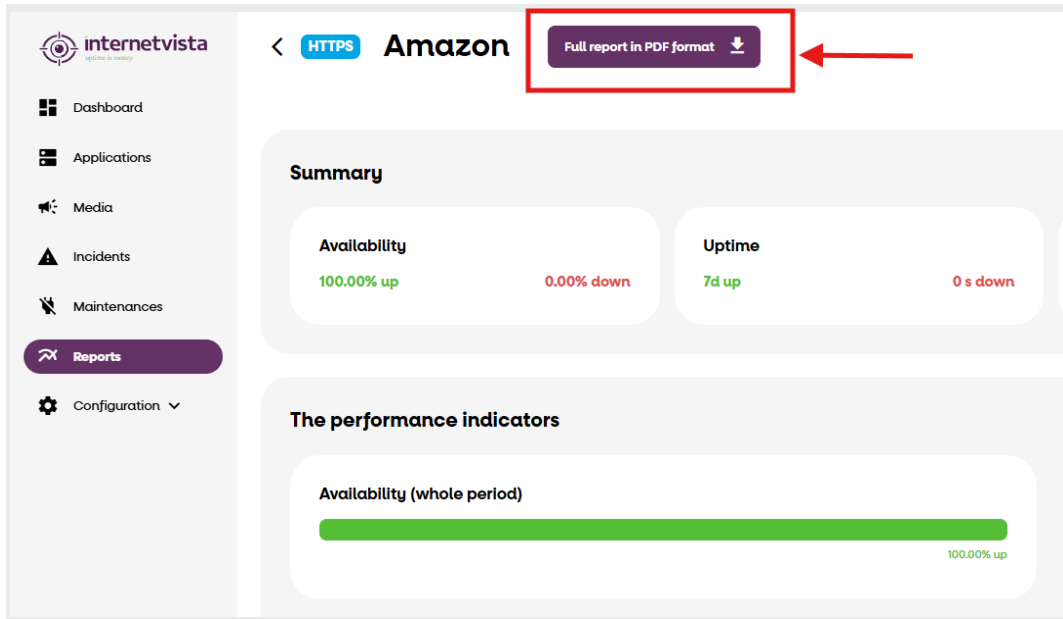
Simply by clicking on **Reports tab** > **click on the application desired** > **Full report**



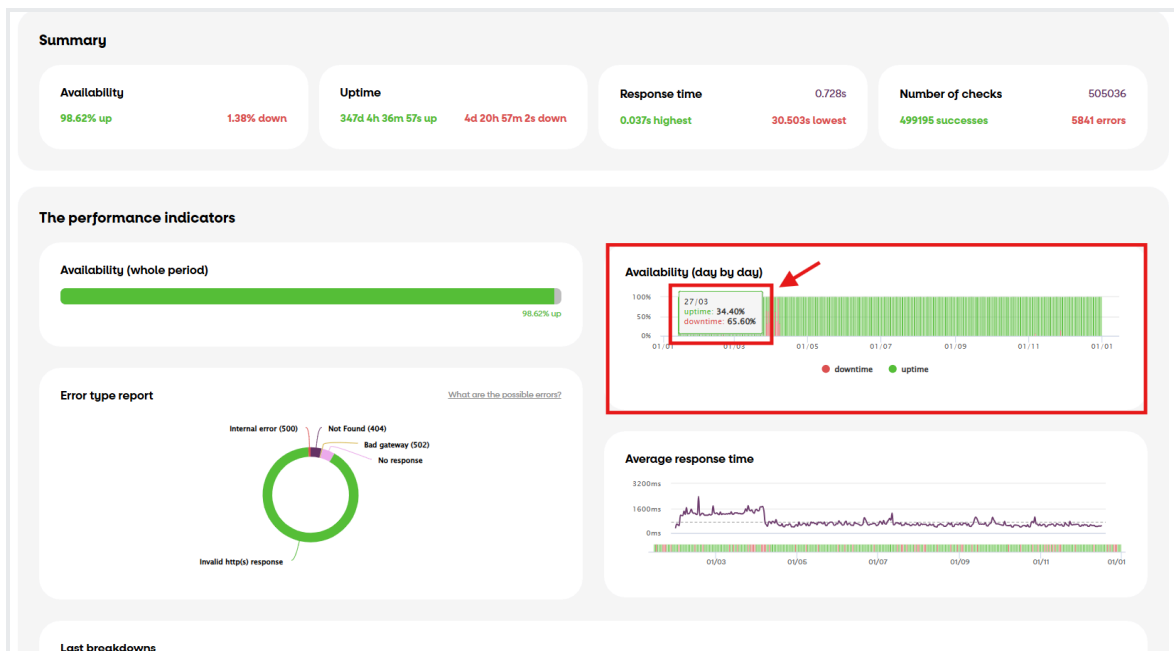
How can I export the report?

On the **Reports** tab, click on **Full Report** (see here above). You can download the performance report in **PDF**

Performance report for a specific application:



Analyze when the downtime happened and how it affected your application in terms of uptime



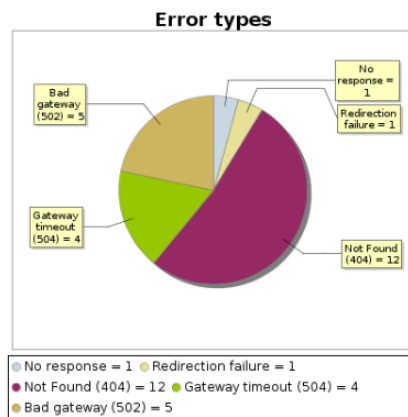
To visualize a sample report, [click here](#)

Discover the errors detected for a specific application under monitoring

Error type report

This graph summarizes the error repartition found during the period.

For all error type, a description can be found in the I.V. manager at the following url: [What are the possible errors during the monitoring?](#)



5. internetvista Mobile App

Performance in Your Pocket

Want to keep track of your applications anytime? internetvista works on your smartphone or iPhone. All you need is an active internetvista account, and the mobile version is free to use, allowing you to monitor your applications anytime, anywhere.

The mobile interface gives you a real-time overview of your monitored sites and applications, so you can stay informed and react quickly, even when you're away from your desk.

Key Mobile Features

With internetvista Mobile App, you can:

- Check the status of your monitored applications 24/7
- Activate or stop monitoring
- Enable or disable alert channels
- View received alerts
- Run an immediate check on a site or application

Stay connected and in control of your applications, even when you're away from your desk. Manage your monitoring efficiently, 24/7, directly from your mobile device.

For further information, check: [Management of your Internet and web site monitoring through your mobile phone -internetvista monitoring - website and internet services uptime monitoring](#)

Download the internetvista Mobile app by clicking on the icons below:



Monitor Anywhere, Anytime

6. Free Tools & Resources

- [Live website check](#): quickly check your website performance.
- [WordPress Plugin](#): Integrate monitoring directly into your WordPress dashboard.
- [Google Chrome Plugin](#): Real-time monitoring alerts and site status updates integrated into your browser.
- [iOS & Android App](#): Download internetvista Mobile app so you can monitor on the go.

Questions?

Shoot us an email at
support@internetvista.com